

Smiles For Children Transportation Complaint Form

(* Required fields)

*Today's Date ___/___/___ Date of Problem _____ Appointment Time: _____

*Name of Dental Office: _____ *Telephone Number _____

*Form Completed by _____ *Title _____ *Fax Number _____

Dental Office Street Address: _____ City _____

Patient (Recipient) Name _____ Medicaid ID Number: _____

Name of Transportation Provider if known: _____

*Nature of Complaint: Please check all that apply

☐ Medicaid Recipient NO-SHOW for DENTAL Appointment

If Transportation Issue Known by Dental Office please check all that apply below:

- ☐ Transportation Provider NO-SHOW (i.e., did not arrive at all)
- ☐ Transportation Provider was LATE or EARLY
Scheduled Arrival Time _____ Actual Arrival Time _____
- ☐ Patient did not schedule transportation in time therefore missed appointment
- ☐ Wrong type of vehicle sent for trip (e.g. needed wheel chair van, needed stretcher, etc ...)
- ☐ Told by LogistiCare at Time _____ Date _____ that "No Provider Available" to do the trip
- ☐ Recipient rode too long on vehicle Time picked up _____ Arrived _____
- ☐ Driver did not follow special instructions given for pick up, drop off or return trip
- ☐ Patient or Family not notified of change in provider, scheduled pick up or return time
- ☐ Incident/Accident (e.g., vehicle accident, incident on vehicle, etc.) Injuries? Yes ___ NO ___
- ☐ Other Issues with LogistiCare (please explain below)
- ☐ Ongoing or unresolved issue(s) that have been reported but are still occurring.

Specifics of Incident _____

First, FAX this form to the QA at your LogistiCare Regional Office. Use the number below:

Region 1 (Norton)	276-679-1666	_____	Region 2 (Bedford)	540-586-7838	_____
Region 3 (Richmond)	804-236-1586	_____	Region 4 (Norfolk)	866-872-3843	_____
Region 5/6 (C'ville)	434-971-6509	_____	Region 7 (Herndon)	703-707-6513	_____

Second, FAX this form to **DMAS at 804-371-6035** in care of Bob Knox, Transportation Mgr or the DMAS Contract monitor for your region: **Bill Zieser (Reg. 1, 3 and 7) or Eileen Jackson (Reg. 2, 4 and 5/6).**